

Operations, Safety & Security Plan of Management

Part 1 – Venue overview

This Operational, Safety and Security Management Plan relates to the **Honeysuckle Hotel, Lee Wharf C, Honeysuckle Drive, Newcastle, NSW**. It identifies the objectives and targets which will be applied to the operation and management of the Hotel use at this site. It also identifies the procedures, guidelines and standards to ensure environmental impacts of the Hotel use are managed appropriately to minimise any potential adverse impacts.

Definitions of terms used in this plan

Council:	Newcastle City Council
Operator:	ALH Group Pty Limited
Site:	Lee Wharf C, Honeysuckle Drive, Newcastle, NSW
Hotel:	The use of the premises as a licensed hotel
Assistant or Duty Manager:	The responsible employee of the Operator in attendance at all times of operation
Security:	The responsible employees of the Operator, or sub-contracted security company personnel, designated to patrol and provide active surveillance within and around the perimeter of the Hotel
Venue Manager:	The employee of the operator responsible for the facility at all times.

Management of facility

The management of the premises as a licensed hotel will be carried out by the Operator. The Operator proactively complies with this Plan of Management. This Plan of Management will be available, on request, at all times to regulatory authorities. This document is used in the Induction of all Management, Staff and Security personnel.

The Licenced premises is operating under the direct supervision of the licensee or appropriately experienced supervisory staff whenever liquor is being sold and supplied.

Liquor consumption by all patrons is actively monitored by the licensee or staff

Licensee/Manager	
Licensee/Manager name	Sean Peter Turnbull
Venue telephone number	02 49291499
Mobile telephone	0410 221 527
Facsimile	02 49252307
E-mail	sean.turnbull@alhgroup.com.au
Website (if applicable)	honeysucklehotel.com

If the licensee/manager is absent, the person in charge of the venue is the Assistant Manager or Duty Manager

Assistant manager's name	Timothy Lord
Telephone contact	0407 824 602
Assistant manager's name	Ladene Forbes
Telephone contact	0411 558 781
Assistant manager's name	Amanda Quinn
Telephone contact	0468 713 288
Assistant manager's name	Belinda Grant
Telephone contact	0403 559 623

NSW STATE OFFICE	
NSW State Manager	Lukas McKay
Contact (Mobile)	0412 840 404
NSW Operations Manager	Paul Bartle
Contact (Mobile)	0410 460 361
NSW Operations Manager	Michael Mouyis
Contact (Mobile)	0414 316 985
NSW Operations Manager	Scott Lane
Contact (Mobile)	0421 874 533
NSW Operations Manager	Robert Courtney
Contact (Mobile)	0412 615 830
NSW Operations Manager	Craig Amner
Contact (Mobile)	0434 036 699

Venue floor plan	
A copy of the floor plan is kept on the premises.	
The Plan shows the total licensed areas and distinguishes the authorised from the restricted areas.	
Location: Behind all Bars and or Black Box	

Venue trading hours as per Liquor License			
	From	To	Notes
Monday	10:00	23:00	As per DC or License please
Tuesday	10:00	23:00	
Wednesday	10:00	23:00	
Thursday	10:00	23:00	
Friday	10:00	00:00	
Saturday	10:00	00:00	
Sunday	10:00	22:00	
Public Holidays	10:00	00:00	Depending on what day the Public Holiday falls

Bottle shop / Take away trading hours – Note NSW changes to Liquor Act prevent alcohol to be sold after 11pm Monday to Saturday and 10pm on Sundays			
	From	To	Notes
Monday	10.00am	11.00pm	As per DC or License please
Tuesday	10.00am	11.00pm	
Wednesday	10.00am	11.00pm	

Thursday	10.00am	11.00pm	
Friday	10.00am	11.00pm	
Saturday	10.00am	11.00pm	
Sunday	10.00am	10.00pm	
Public Holidays	10.00am	10.00pm	

Copy of Liquor Licence is located in the Hotel Black Box and is available at each bar/staff notice board and can be made available to the relevant authority on request.

Bars and service areas					
Name of area	Lounge / Bistro				
Description/boundary	The main hotel entry, containing the bistro and beer garden, Authorised Area				
Trading hours	10:00 - 23:00 (Mon – Thurs) 10:00 - 00:00 (Fri-Sat) 10:00 - 22:00 (Sun)				
Access by minors [1]	Minors Area Authorisation :	YES	<input checked="" type="checkbox"/>	NO	
Safe staffing level	Bar Area:	YES		NO	<input checked="" type="checkbox"/>
Type of service	Wait staff	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
	Self serve - describe	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
	Other – describe: Bar/ Bistro Service				
	Free drinking water				
	Available on request	YES	<input type="checkbox"/>	NO	
	1 Self serve - describe Jugs available on the bar	YES	<input checked="" type="checkbox"/>	NO	
	Maximum drink purchases per patron per purchase	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
Name of area	TAB / Sports Bar				
Description/boundary	Area next to Lounge Bar containing TAB, Authorised Area				
Trading hours	10:00 - 23:00 (Mon – Thurs) 10:00 - 00:00 (Fri-Sat) 10:00 - 22:00 (Sun)				
Access by minors	Minors Area Authorisation :	YES	<input checked="" type="checkbox"/>	NO	
Safe staffing level	Bar Area:	YES		NO	<input checked="" type="checkbox"/>
Type of service	Wait staff	YES	<input checked="" type="checkbox"/>	NO	
	Self serve - describe	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
	Other – describe: Bar/ Bistro Service				
	Free drinking water				
	Available on request	YES	<input type="checkbox"/>	NO	
	1 Self serve - describe Jugs available on the bar	YES	<input checked="" type="checkbox"/>	NO	
	Maximum drink purchases per patron per purchase	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>

KEY POINTS

[1] Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (eg parent/guardian/spouse)

Bar areas - minors are not allowed in this area.

2 The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises

3 Any conditions imposed on the liquor licence or any requirements under the Liquor Act 2007 which restricts the times, type or quantity sold, or supplied on the licenced premises are complied with.

4 Liquor is supplied and promoted in a manner that is consistent with the Liquor Promotions Guidelines issues under section 102(4) of the Liquor Act 2007

5 Patrons are made aware of the availability of non-alcoholic and low strength alcoholic beverages in the licensed premises.

Name of area	Gaming Room				
Description/boundary	Area off to the side of Lounge / Bistro, containing the Poker Machines, Restricted Area				
Trading hours	10:00 - 23:00 (Mon – Thurs) 10:00 - 00:00 (Fri-Sat) 10:00 - 22:00 (Sun)				
Access by minors	Minors Area Authorisation :	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
Safe staffing level	Bar Area:	YES		NO	<input checked="" type="checkbox"/>
Type of service	Wait staff	YES	<input checked="" type="checkbox"/>	NO	
	Self serve - describe	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
	Other – describe: Bar/ Bistro Service				
	Free drinking water				
	Available on request	YES	<input type="checkbox"/>	NO	
	1 Self serve - describe Jugs available on the bar	YES	<input checked="" type="checkbox"/>	NO	
	Maximum drink purchases per patron per purchase	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>

Name of area	Rum Bar				
Description/boundary	Mezzanine Area, Authorised Area				
Trading hours	10:00 - 23:00 (Mon – Thurs) 10:00 - 00:00 (Fri-Sat) 10:00 - 22:00 (Sun)				
Access by minors	Minors Area Authorisation :	YES	<input checked="" type="checkbox"/>	NO	
Safe staffing level	Bar Area:	YES		NO	<input checked="" type="checkbox"/>
Type of service	Wait staff	YES	<input checked="" type="checkbox"/>	NO	
	Self serve - describe	YES	<input type="checkbox"/>	NO	
	Other – describe: Bar/ Bistro Service				
	Free drinking water				
	Available on request	YES	<input type="checkbox"/>	NO	
	1 Self serve - describe Jugs available on the bar	YES	<input checked="" type="checkbox"/>	NO	
	Maximum drink purchases per patron per purchase	YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>

Name of area	N/A				
Description/boundary					
Trading hours					
Access by minors	Minors Area Authorisation :	YES	<input type="checkbox"/>	NO	
Safe staffing level	Bar Area:	YES		NO	
Type of service	Wait staff	YES	<input type="checkbox"/>	NO	
	Self serve - describe	YES	<input type="checkbox"/>	NO	
	Other – describe: Bar/ Bistro Service				
	Free drinking water				
	Available on request	YES	<input type="checkbox"/>	NO	
	1 Self serve - describe Jugs available on the bar	YES	<input type="checkbox"/>	NO	
	Maximum drink purchases per patron per purchase	YES	<input type="checkbox"/>	NO	

Food service [3]

Name of outlet	Bistro
Trading hours	10:00 - 23:00 Mon - Thurs, 10:00 - 00:00 Fri - Sat, 10:00 - 22:00 Sun
Area serviced	Bistro / Lounge
Type of food	Modern Australian
Notes:	Food is available at all times outside formal bistro hours in a short order menu.

Nothing in this Operations, Safety and Security Plan of Management prevents the Operator from amending or extending the above bistro hours within the approved operating hours.

Hot and cold snacks will be available to patrons during all operating hours in areas where liquor is served.

Meals may be consumed anywhere in the Hotel that comply with the relevant government legislation.

KEY POINT

[3] Having food available for patrons at all times during trading periods is a standard harm minimisation licence condition.

Part 2 – Responsible service of alcohol (RSA)

Registers [4]

RSA Register	Location: Admin office
Person responsible for updating the Register	AO – Rosalyn Heath / Manager on Duty
	A copy of the licensee's/manager's RSA certificate *
	A copy of staff RSA certificates *
	Other – describe: Security RSA certificates
RSA Register contents [5]	*mandatory

BLACK OLGR Register	Location: Office
Person responsible for updating the Register	Manager
Types of incidents recorded in the Register	<ul style="list-style-type: none"> - Incidents that occur outside the standard trading period i.e. after midnight. - Any incident involving violence or antisocial behaviour occurring on the licensed premises - Any incident of which the licensee is aware that involves violence or antisocial behaviour occurring in the immediate vicinity of the licensed premises and that involves a person who has recently left or been refused admission to the premises - Any incident that results in a person being turned out of the licensed premises – where it is a non voluntary exclusion by the licensee, Management staff or a Police Officer - The Licensee and Management may turn out of the licensed premises any person - Who is at the time intoxicated violent quarrelsome or disorderly - Whose presence on the licensed premises renders the licensee liable to a penalty under the Act - Who smokes in a smoke free area - Who uses or is suspected of using any prohibited substance - To comply with a provision of the local Liquor Accord

KEY POINTS

[4] RSA register – Maintaining this register at the venue is a standard licence condition as per note 5.

Incident register – This is not mandatory unless it is imposed as a licence condition. However, many venues use an incident Register as a management tool. Some liquor accords have introduced incident registers as a harm minimisation initiative.

[5] RSA and RCG Register should be maintained as per the OLGR website with paper certificates issued prior to 22 August 2011. Licensees are not required to keep copies of photo competency cards, however the Licensee, Approved Manager and staff are required to produce the card if asked by Police or OLGR inspectors..

Security Company Incident Log	Location: Bar
Person responsible for updating the Register	Security Supervisor
RSA Register contents	<ul style="list-style-type: none"> - Incidents involving the security guard making forcible contact with or physically restraining a member of the public and - The security guard ejecting a member of the public from the premises

Liquor Promotions

All point of sale relating to the promotion of liquor contains a harm minimisation message relating to "this venue promotes the responsible service of gaming and alcohol".

The operator will have due regard to the Liquor Promotions Guidelines.

Self Exclusion Scheme

A person who wants to be excluded from the venue can enter into a self exclusion agreement with the Licensee utilising the OLGR Self Exclusion from licensed premises agreement form.

Under the agreement, the person will be prevented from entering or remaining on premise.

A person may terminate a self exclusion agreement at any time by completing the OLGR Self Exclusion from licensed premises notice of termination of agreement form.

Under a self exclusion agreement the operator has the legal power to prevent the person from entering the venue and remove the person from the venue.

Complaints procedures

Complaints log

The operator is to keep a written log of complaints and events so that matters can be brought to the attention of the responsible parties. This is located in the office

Complaints should be directed to the Operator in the first instance.

At all times during the operation of the Hotel, the Assistant/Duty Manager is to address any complaint regarding aspects of the operation of the Hotel. Complaints will be acted upon immediately if necessary.

All other complaints are to be responded to by the Venue manager within 10 days or referred to other authorities, such as the Police or Local Government, if required.

Review of Operations Plan of Management

Following any Council or Police visit in respect of complaints, Council and the Operator may be required to meet to discuss the complaints and a possible resolution.

Nothing prevents the Operator initiating discussions with Council or the Police for the purpose of modifying this Plan of Management.

Managing patron behaviour

Preventing intoxication [6]

Checklist	
Low-alcohol beer available	Yes
Non-alcoholic beverages available	Yes
Free drinking water available	Yes (see bars and service areas)
Limit on number of drinks per patrons	No
Food available	Yes (see food service and bars)
Procedures are in place to help staff deal with patrons who may be showing early signs of approaching intoxication.	Yes (see procedures for dealing with incidents)
Staff are trained in these procedures	Yes (see Part 3)

[6] The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimisation licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

Procedures for dealing with intoxication incidents

Type of incident: Intoxicated person trying to gain access to premises	
Responsibility	Action to be taken
Front Line Staff	Stopped before entry
Security	Told they cant gain entry, due to intoxication
Management	Asked to leave premises
	If they fail to leave premises, the Police are to be called
Type of incident: Refusal of service to personshowing early signs of approaching intoxication.	
Responsibility	Action to be taken
Front Line Staff	Tell the patron they have been refused service and immediately stop service to the patron
Security	Offer to call the patron a taxi (or other form of transportation)
Management	Offer the patron water while they wait for transport and confirm requirement that patron is to leave the premises.
	Notify other staff members in other bars and Bottle shop that the patron has been refused service, in case he attempts to get another drink from elsewhere. Supervise while waiting for transport.
	If patron refuses hotels offers tell themthat they have to leave the premise immediately
	If patron fails to leave the premises, the Police are to be called
Type of incident: Removal of personsshowing early signs of approaching intoxication from the premises.	
Responsibility	Action to be taken
Front Line Staff	Notify security that the patron has been refused, so they can escort the patron out
Security	Notify other staff members in other bars and Bottle shop of the patron been refused service, in case he/she attempts to get another drink from elsewhere.
Management	If they fail to leave premises, the Police are to be called

Other procedures			
Type of incident	Responsibility	Action to be taken	
Minors	Staff / Security / Management	Ask to leave, notify security and/or management	
No ID	Staff / Security / Management	Ask to leave, notify security and/or management	
Suspected Fake ID	Staff / Security / Management	Call Security and/or Management immediately	
Violent/ Quarrelsome Behaviour	Staff / Management / Security	Call Management immediately/Manager to deal with and escalate if required	

Preventing underage drinking

Checklist	
Proof of age ID checks are in place in the venue	Yes (complete table below)
Staff check ID for all patrons who look 25 years or younger	Yes
Staff are trained in ID checking procedures	Yes (see Part 3)
ID checking devices are in place (eg blacklight)	Yes Not applicable
Minors Area Authorisation and bar area signs are displayed in relevant areas	Yes Not applicable
Staff are trained to recognise situations when second parties may be supplying liquor to minors	Yes
Procedures are in place to help staff deal with suspected second party supply incidents	Yes

Checking proof of age ID [7]		
Location of checking	Responsibility	What is checked
Entry Doors	Security/ Front Line Staff	Date of Birth
Service Points	Front Line Staff / Security	Photo matches presenting patron
Anywhere within Hotel	Management	Expiry Date
		Any Damage of Alteration done to license

Procedures for dealing with underage drinking issues and incidents

Suspected fraudulent proof of age ID	
Type of incident	Action to be taken
Altered Date of Birth	Patron is refused entry, details on license are to be recorded and police contacted.
Non matching Photo	Police are notified and given details of the license

Dealing with suspected second party supply incidents		
Type of incident	Responsibility	Action to be taken
Parent supplying	Front Line Staff	Call Security and/or Management immediately
Older sibling supplying	Security	Alcohol to be confiscated straight away
Older friend supplying	Management	Both supplying and underage patrons ask to leave premise immediately
Stranger supplying		If they fail to leave premises, the police are to be called

KEY POINTS

[7] Acceptable proof of age documents –Proof of Age Card (issued by another Australian state or Territory, except NSW), Driver's licence, Passport, NSW Photo Card (issued by RTA)

Part 3 – Security and safety/amenity

What security / safety objectives are to be achieved?

Public policy objectives

The Operator is to achieve the following objectives and performance targets.

Minimise public nuisance

The most important public policy objectives are:

1. To manage the Hotel so as not to disturb residents, other property owners and visitors to the locality; and
2. Minimise harm associated with potential misuse and abuse of liquor.

The specific objectives are to:

- Ensure the area in the immediate locality of the Site is secure, safe and free from public nuisance caused by patrons of the Hotel.
- Minimise any nuisance impacts on the nearby residential and commercial uses.
- Ensure that patrons are served responsibly in accordance with industry/company standards and policies for the Responsible Service of Alcohol and the Responsible Conduct of Gaming.
- Monitor the behaviour of patrons who show inappropriate behaviour, both within and outside the site, and encourage appropriate and responsible behaviour.

Manage traffic impact of unloading and loading operations

The impact of the operation of the Hotel on the adjoining street system is an important public policy issue. The specific objectives are to:

- Minimise disruption of both pedestrian and vehicular traffic in the local street system.
- Ensure that road conditions are not rendered unsafe as a consequence of loading and unloading operations.

Minimise noise

Noise minimisation is an important public amenity issue and the objectives of the plan are to:

- Ensure that the noise criteria Council and the Independent Liquor and Gaming Authority are met.
- Utilise measures in place to reduce noise – noise limiters and air lock doors
- Assist patrons to minimise disturbance whilst entering, departing from or using the site.
- Ensure that noise disturbance as a result of Hotel operations or the actions of patrons of the Hotel is minimised.

How are the objectives to be met?

- Hold regular meetings of management/ staff to review any incidents and to reinforce the duties and the RSA/RCG principles of the operator and to ensure enforcement and compliance with the RSA principles.
- Have the Assistant/Duty Manager provide an overview in the Management Diary to the Venue Manager.
- Ensure Security advises any disturbance to the Assistant/Duty Manager, if necessary, by use of radio at the time of the event or in person and then in writing following the event.
- Ensure that staff do not serve any person under the age of 18 years or any patron showing signs of intoxication.
- Ensure that staff are available to assist in organising taxis for patrons wishing to leave the Hotel premises, or direct them to local public transport stops.
- The use of tempered glassware throughout the venue.
- In accordance with a decision of the local liquor accord the venue does not permit the wearing of club colours, patches or insignia and displays signage advising that such is against the venue's house policy.

Security /Safety

The specific measures to be taken to achieve the objectives, in relation to Hotel safety and security and the surrounding locality, are -

- Retain a responsible security company, employing only licensed operators to provide Class 1C under Security Industry Act 2007 security and patrol services to the Hotel
- Keep necessary written records of incidents in a compliant log available for inspection by the relevant regulatory authority.
- Keep written records of activities and incidents in an appropriate log book available for inspection by the Operator, Council and the Police
- Review security performance regularly as required.
- Ensure weekly communication between the Venue Manager and the head of Security to discuss relevant security issues or incidents from the previous week's trade.
- Ensure Security is available in the event of public nuisance arising from patrons of the Hotel. The Assistant/Duty Manager at any time is to be responsible for patron security. The duties of that person are to include supervising patron behaviour, both inside and within the vicinity of the Hotel, in conjunction with Security when they are in attendance.
- Ensure Security advises any disturbance to the Assistant/Duty Manager, if necessary, by use of radio at the time of the event or in person and then in writing following the event.
- Ensure that Security undertake regular patrols of the Hotel and the area immediately surrounding the Site from 10pm until 30mins after the closing time or until the last patron has left the premises, whichever is the later, on Friday and Saturday nights, to monitor the behaviour of patrons leaving the Hotel and report incidents accordingly.
- Provide security cameras at all building entries and within public spaces of the Hotel (not including toilet areas). Images from the cameras are to be stored for a minimum of 28 days at the Hotel.
- Security personnel will be appropriately rostered depending on trading times and conditions as well as the hotels offer at the time.

Deterring Crime

The operator participates in an approved Anti Money Laundering program as a way to identify, mitigate and manage the risk of their products or services facilitating money laundering or terrorism financing.

Manage traffic impacts

The specific measures to be taken to achieve the objectives in relation to the impact of the Hotel on the adjoining street system are:

- Ensure all delivery and waste collection vehicles use the loading area. A private contractor will be appointed to collect waste.
- Ensure that, during trading hours, waste generated is collected from different areas within the Hotel and moved to the designated waste storage area as required.

Minimise noise

The specific measures to be taken to achieve the objectives in relation to the impact of noise created by the Hotel are to:

- Utilise installed measures to assist with noise reduction particularly while entertainment is occurring – air locks, noise limiting devices
- Ensure all employees are trained to assist patrons to minimise noise, particularly patrons leaving the Hotel after midnight.
- Place appropriate signage in external areas requesting patrons to respect the neighbours in terms of noise.
- Sort waste, including bottles, inside the premises.

Venue security patrols [8]

Name of security company	E Group Security				
ABN	29112194162				
Area Manager	Daniel Sobbs				
Telephone contact	0422 440 405				
Email	daniel@egroup.cc				
Website (if applicable)					
Area serviced	Lounge / Bistro				
Condition of licence?	YES			NO	X
Minimum safe security level	N/A				
How is security deployed?	As per operational requirements				
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"				
Area serviced	Gaming				
Condition of licence?	YES			NO	X

Minimum safe security level	N/A
How is security deployed?	As per operational requirements
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"

Area serviced	Sports / TAB				
Condition of licence?	YES			NO	X
Minimum safe security level	N/A				
How is security deployed?	As per operational requirements				
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"				

Complete the following table if the venue is located within an alcohol free zone

Area serviced	N/A				
Condition of licence?	YES			NO	X
Minimum safe security level	N/A				
How is security deployed?	As per operational requirements				
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"				

KEY POINT

[8] All security staff employed by the venue must hold a recognised RSA certificate.

Closed circuit TV

The venue operates CCTV Yes - complete tables below

AS PER VENUE

Yes - complete tables below

No - go to Public Entertainment on page 16

1. Camera location	No. of Cameras
External	8
Beer Garden	4
Sports bar / Bistro	7
Indoor Gaming	3
Outdoor gaming	2
Cash office	5
Back of House/Reception	1
Bws in shop	1
Bws Cellar	4
Bws External	3

2. Data Retention for Security Camera system

Number of Days: 30

3. Name of service provider	Camvex
Contact name	Andrew Del Biondo
Telephone contact	0418 315 742 mobile () Landline
Email	adelbiondo@camvex.com.au
Website (if applicable)	

Entertainment

The venue provides public entertainment Yes - complete tables below

Yes - complete tables below

No - go to high risk events on page 14

Type/name of regular entertainment	Live Acts including but not limited to, Soloists / Duos/ Children's and family style acts and shows
Location	Lounge Bar
Day and time of entertainment	Wednesday, Thursday, Friday, Saturday (til Midnight) and Sunday (til 9pm)
Times door and windows close	9.00pm
Number of security staff	Contingent upon venue offer

Fire safety

The Hotel will be patronised by people who may not be familiar with the building as a whole. To ensure fire safety, the following measures are proposed:

- Designate fire wardens from amongst staff. Fire wardens will be trained to manage the safe evacuation of all persons, including those who might have mobility difficulties, in accordance with an appropriate evacuation plan.
- Display emergency evacuation plans in a conspicuous location.
- Maintain all fire safety equipment in accordance with BCA and Council requirements.
- Undertake annual inspections for compliance of fire safety equipment/ essential services and prepare annual Schedule 15A returns to Council.

High risk events

From time to time the venue hosts events which are potentially high risk

Yes - complete tables below

No - go to Anti-Social/violent behaviour

Type/name of high risk event	New Years Eve
Location	Honeysuckle Hotel
Usual date and time of event	31/12/2017
Safe staffing level	25
Safe security level	8
Appropriate authority notified	yes
Special alcohol service arrangements	n/a

Anti-social/violent behaviour

Dealing with anti-social/violent behaviour in vicinity of venue		
Location	Responsibility	Action to be taken
External Car park	Security	Patrols at regular intervals
		Asking patrons to leave and dealing with any potential problems proactively

Local community [9]

Procedures for dealing with impact of venue on local community		
Issue	Responsibility	Strategy
Noise and Disturbances to public	Licensee	Consultation / engagement with public and adjust procedures appropriately

KEY POINT

[9] Maintaining contact with neighbouring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

Part 4 – Management / Staff training [10]

Checklist	
Management meetings held every	Fortnight
Staff receive information about	<ul style="list-style-type: none"> - Liquor laws - RSA - Venue operating procedures (eg security, ID checks) - Local liquor accord initiatives - Other information – describe
Staff have access to resources	<ul style="list-style-type: none"> - Plan of Management - ALH Policies / Procedures & Standards - Other resources – describe

KEY POINTS

[10] The venue is committed to ongoing training of staff to ensure everyone is kept updated on RSA, new information about the liquor laws, venue initiatives, and venue operating procedures. These meetings also encourage the exchange of ideas between venue management and staff.

Part 5 – Transport

Safe transport options [11]

Courtesy bus – N/A	
Operated by	
Nearest pick up / drop off points	
Serves areas	
Hours of service	
Venue patrons informed by	

Taxi	
Operated by	Premier Cabs
Phone Number	13 10 17

KEY POINT

[11] Educating patrons and staff about the safe transport options available in your local area will assist in reducing drink driving. This can be done by displaying relevant information within the venue. Local transport providers can help venue managements to develop transport strategies to assist patrons - eg taxi voucher schemes.

Part 6 – Working with local stakeholders

Key contacts

Licensing Police	Contact name	Trudi Cupples
	Telephone	4929 6599
	Email	cupp11ti@police.nsw.gov.au
OLGR liaison officer	Contact name	Will Jager
	Telephone	02 49297234
	Email	olgr.nsw.gov.au
	Website	www.olgr.nsw.gov.au
Local Council	Contact name	Newcastle City Council
	Telephone	02 49210308
	Email	gwdryburgh@lakemac.nsw.gov.au

Local liquor accord

Name of local liquor accord		Newcastle Liquor Accord
Accord Coordinator	Name	Newcastle CBD Liquor Accord
	Telephone (landline)	02 49264777
	Mobile	XXXXX
	Facsimile	XXXXX
	E-mail	Chairman - Russell Richardson